

## **PacBell Trip Report August 18-28**

The following summarizes a recent trip taken by two TG staff to attend several CLEC classes provided by the Industry Markets and Training staff of PacBell. Additional classes will be scheduled for GEIS resources to attend as required, to enable GEIS to successfully complete the Test Generation project being conducted under the auspices of the California Public Utilities Commission (CPUC).

We attended a total of 5 classes over a period of 10 days held in Torrance and Oakland, California. Another TG person also attended 3 classes over a two-day period, Day 1 in Torrance with Day 2 in Oakland. All classes were open to any CLEC and in fact several CLECs participated in 1 class (LEX Resale). Some questions posed to the instructors have not been answered to our satisfaction, these questions (aprox. 15) have been documented and passed to the PB CLEC Account Manager for further research. Additional questions or clarifications may result following review of class material/notes.

The PB training staff was very professional and courteous working with their competitors(CLECs). Some interesting dialogue occurred between the CLECs and the instructor on the complexity of some of PB procedures. All classes were interactive with moments of laughter and moments of frustration.

Capsulation of each class follows:

### **Day 1 – PC CLEC Toolbar, Torrance**

The toolbar is a GUI based, user friendly set of tools that allow access to several PacBell systems including: Provisioning Order Status(POS), Verification Gateway (Vertigate), PAC Lsr Exchange (we did not cover this app.) and Help(Microsoft type). The security architecture of the toolbar is two-levels deep (user id and password). Data level security is controlled by the OCN of the service order. The toolbar has traditional tabs and pull down menus to assist the user.

The overall class rated a 4 (out of 5). The instructor for this class appeared to be at ease with us and had taught the class to many CLEC companies over the last several years.

### **Days 2 – 3 Resale Workshop I & Manual LSR, Torrance and Oakland**

These classes covered the CLEC Handbook, Local Service Order Requirements (LSOR), Service Order Subcommittee Codes (SOSC) and the Local Service Request (LSR) forms. The majority of the days were spent in discussions of the forms, extensive review of the on-line CLEC handbook and doing reference exercises (aka in Calif. for tests).

#### **Day 4 – CLEC LEX Resale, Oakland**

This class was a fairly detailed overview of PacBell's OSS system known as Lsr EXchange System(LEX). The LEX application is used by both novice and experienced users to process LSRs and/or pending orders. Statuses of pending orders include issued, processed, jeopardy, final order confirmation and so on.

Note of interest: We were creating transactions in PBs production environment with an order number used to force the transaction to error out. This methodology did not allow us to see/verify a complete life cycle order process (i.e. FOC, SOC, certain types of errors, etc.)When queried about this arrangement, the instructor indicated they did not have access to a "development or test" system

#### **Day 5 – 7, CLEC-W-UNE, Torrance**

Once again, this class by two TG resources. The class covered "Unbundled Network Elements" such as: Unbundled Local Loop, ADSL local loops, switching elements, sonet transports, etc. Also discussed and exercised in the class: LSR order process forms and ASR order process forms. This class extended 3 days to cover the complexity of these types of services and necessary procedures.

Note: We were the first class for this instructor and it became obvious to us that all of us were learning the processes, procedures and forms.

"California is really two different companies, Calif. North and Calif. South" we heard this quote on several occasions during our stay.

#### **Conclusions:**

1. GXS will benefit from attending these classes, as PacBell is not in conformance with the way SBC works with CLECS.
2. GXS should be prepared to send resources to additional classes
3. The PB Industry Markets and Training staff is a very professional organization
4. Actual handout material both hard copy and soft will contain some discrepancies